

NOTE: This position is subject to further modification prior to filling

**Springfield Area Transit Company, Inc.
Job Description**

Job Title:	Operations Manager	F.L.S.A. Status:	Full-time, Exempt-level
Reports to:	Director of Operations	Union Status:	Non-bargaining
Salary:	T.B.D	Hours:	8:30 a.m. – 4:30 p.m. M - F

Position Summary: This position ensures high quality customer service by interacting in a positive and professional manner with customers, employees and the general public and provides leadership and advocacy of customer service principles and procedures through coaching, support and training of operations department employees. Using available tools, including video and audio recordings, together with investigative skills, researches customer involved incidents, determines the root cause of complaints, files written and computerized reports and recommends changes to conditions, procedures and policies to improve the quality of transit service. Manages Customer Service Agents at remote locations; and assists with other duties, projects and reporting as needed. This position works closely with the Safety & training Manager and Assistant Director of Operations to provide direct operations support and must maintain a professional attitude and appearance at all times. This position must also frequently interact with PVTa Customer Service Department Staff.

Essential Duties and Responsibilities: Include but are not limited to the following. Other duties may be assigned by the Director of Operations.

Qualification Requirements: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Provide high quality customer service: Apply and exemplify the principles and values of the Transit Ambassador program for daily operations. Serve as primary contact for incoming calls from customers and/or answer questions regarding fixed-route transportation services; oversee complaint process with a high level of confidentiality and diplomacy; receive and process customer complaints in compliance with internal guidelines; conduct necessary research to determine validity of complaints and determine most appropriate action based on findings, including making recommendations for improvements; ensure timely resolution of complaints by providing a response within established timeframes; maintain related paperwork for future accessibility and necessary follow-up and submit monthly Complaints Report to the Director of Operations; and streamline the Complaint Process to ensure continued quality improvements and enhanced customer service.

Manage remote customer service office operations: Manage all aspects of the customer service office locations including supervising Customer Service Agents, making regular visits to check the quality of operations and inspect the condition of facilities; fill-in as needed for Customer Service Agents, and coach and support employee performance to ensure efficient and productive operations.

Provide general administrative support for day-to-day operations: Assist with day-to-day operational activities as needed and provide administrative/clerical support to the Director of Operations; assist with short-term and long-term projects; with a focus on coaching and training employees, conduct

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investigatory research and/or data collection related to employee and customer service issues; and administer first-level disciplinary action as appropriate; coordinate meetings among employees, and other relevant parties; gather, analyze, interpret data and summarize data and make recommendations based on findings; conduct root cause analyses according to established procedures; identify and document trends and use relevant information as basis for coaching and training opportunities; and refer retraining needs to Safety & Training Manager.

Prepare periodic reports as needed: Compile statistics and maintain records pertaining to bus operations; provide reports to requesting parties including monthly statistics reports to meet PVTA monthly reporting requirements; conduct data collection and data input for National Transit Database (NTD) reporting requirements; and perform other related duties as required.

Manage audio and video surveillance procedures: Conduct first level screening of all recordings of complaints, as well as injuries, incidents and accidents as needed; extract information as needed by authorized requesting parties for research and investigation purposes; maintain proper chain of custody of audio/video recordings and present and/or testify at legal proceedings; properly store and archive surveillance data according to established procedures; coordinate efforts with maintenance personnel to ensure audio and video devices are properly installed and maintained on all busses; conduct quality checks to monitor functionality of audio/video equipment and manage hard drive equipment inventory on an ongoing basis;

Facilitate and participate in training requirements and project support as needed: Assist with various projects on an intermittent and as-needed basis; assist with yearly 'student count' project; participate in quarterly bid process; coordinate employee appreciation events; and assist with other projects as needed.

Serve as back-up for Operations Management: In the absence of an Operations Manager, provide coverage for this position's area of responsibility as needed; engage in on-going cross-training of Operations Manager's functional areas to provide effective back-up coverage as needed.

Other:

Manage Lost and Found: Receive, log and distribute lost and found items according to established procedures; track uniform allowance- On a monthly basis, track uniform allowance by coordinating allowance balances with uniform supplier; assign/distribute lockers to drivers; and Chair *Employee of the Month* Committee.

Education and/or Experience: This position requires an Associates Degree from a two year accredited college in a related field and 2-5 years of directly transferable experience and/or training. The equivalent combination of education and experience will be considered. Must possess excellent customer service, presentation skill, prioritization skills, and time-management skills; strong communication, organizational and interpersonal skills; strong time-management skills; ability to handle multiple tasks simultaneously; ability to carry out responsibilities with diplomacy and professionalism at all times; schedule flexibility and ability to work both independently and as part of a team; a positive attitude and ability to take direction from co-workers and managers with whom work must be coordinated; strong command of the English language, both written and verbal with the ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions; ability to maintain a high degree of confidentiality; excellent problem-solving skills; must be able to keep current with, understand, and interpret policies, procedures related to area of responsibility and job-related regulations and incorporate into relevant daily activities;

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Labor/Management: Previous experience working in a unionized environment and familiarity with management/labor relations issues is required.

Supervisory Skills: Must have strong supervisory skills; ability to supervise, manage, coach and mentor others effectively.

Computer Skills: Demonstrated computer knowledge and data input/management; experience with using video monitoring equipment and word processing software; ability and willingness to quickly adapt to various computer software packages.

Travel Requirements: Occasional local travel is required.

Preferred Qualifications: Bilingual Spanish preferred including the ability to read, write, understand and speak Spanish.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to view, sit, talk, and/or hear. The employee is occasionally required to stand, walk, use hands to finger, handle, or feel and reach with hands and arms. Extensive use of computer, keyboard, and mouse. Specific vision abilities required by this job include vision, color vision, and ability to adjust focus, with frequent viewing of computer screen and video equipment is required. The employee must also lift and/or move up to 10 pounds on an occasional basis.

Work Environment: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.